



501 HIGH STREET, 2ND FLOOR  
FRANKFORT, KENTUCKY 40601

DEI Memo 20-11

TO: Insurance Coordinators and Human Resource Generalists

FROM: Department of Employee Insurance

RE: WageWorks and HealthEquity

DATE: August 13, 2020

In 2019, HealthEquity and WageWorks merged to create a new benefits partner for KEHP.

- The WageWorks name will be phased out in 2021 and will be replaced with HealthEquity.
- HealthEquity's customer service is 100% based in the US and is available 24/7/365.
- Members should experience a seamless transition from WageWorks to HealthEquity.
- The member web portal and app will have a whole new look.
- Healthcare Cards – new look starting June 2020
  - No mass reproduction of cards
  - Members currently enrolled will have the WageWorks orange card
  - New enrollments will receive the new HealthEquity card
  - Cards that expire will receive the new HealthEquity card

